

**2000 Planning Summary
for
Publishing, Document & Distribution Services**

Goal	Indicators
1. Initiate a structured quality control process within our Document Services production centers.	<ul style="list-style-type: none">• Increased customer satisfaction.• Decrease in re-runs.• Better adherence to deadlines.
2. Increase the quality of our interdepartmental communications through organization-wide Quarterly Meetings.	<ul style="list-style-type: none">• Improved morale and teamwork.• Increased synergy.• Better understanding of organization vision.
3. Complete the migration of all high-speed digital production printers into one Digital Printing Center.	<ul style="list-style-type: none">• Increased productivity.• Better coverage of absences.• Increased opportunity to share resources and supplies.
4. Reorganize and restructure the production floor to streamline workflow for improved delivery schedules and to utilize straight-line manufacturing.	<ul style="list-style-type: none">• Increased productivity.• Better organization.• More efficient use of space.
5. Implement an employee performance evaluation process.	<ul style="list-style-type: none">• Appraisals performed on a regular basis.• Appraisals on file for all employees.